

## Part 1 – Agency Profile

### Agency Overview

The Division of Veterans Services has the responsibility to provide care and extend financial assistance to disabled and destitute Idaho wartime veterans and their dependents. Services include managing and operating the three (3) Veterans Homes, one located in Boise, one in Lewiston and one in Pocatello, that include 263 nursing care, 36 residential care and domiciliary beds; maintaining an Office of Veterans Advocacy with fourteen (14) employees to assist veterans and their families in obtaining federal benefits to which they are entitled and provide training and guidance to thirty six (36) county Service Officers; extending emergency financial assistance to disabled or destitute veterans and their families; and operating the State Veteran's Cemetery located in Boise.

The Division of Veterans Services was transferred from the Department of Health and Welfare to the Department of Self-Governing Agencies in fiscal year 2001. In FY 04 and FY 05, the Division remodeled the Secure Care Unit in the Boise Home and constructed and dedicated the Veterans Cemetery. In June of 2007, construction was started on a visitor and volunteer center at the Idaho Veterans Cemetery. In FY 07, the Boise and Pocatello Veterans Homes applied for certification to receive Medicare reimbursements. The Lewiston Veterans Home will submit their application for Medicare certification in October 2007.

The Division of Veterans Services' revenue comes from miscellaneous funds, federal funds, endowment funds, and general funds. Miscellaneous funds include Medicaid receipts, private pay and burial payments. Federal funds include Veterans Administration per diem allowances and, when the Veterans Homes are Medicare certified, Medicare allowances.

### Core Functions/Idaho Code

Division of Veterans Services – The Idaho Division of Veterans Services is one of twenty-nine agencies under the auspices of the Department of Self-Governing Agencies. The Idaho Veterans Affairs Commission, an advisory commission to the Idaho Division of Veterans Services, consists of five (5) members who are appointed by the Governor of the State of Idaho. The Division is managed by a Division Administrator who is recommended to the Governor by the Idaho Veterans Affairs Commission and appointed by the Governor. The Division administers the provisions of Title 65, Chapters 1 & 2 and Title 66, Chapter 9, *Idaho Code*.

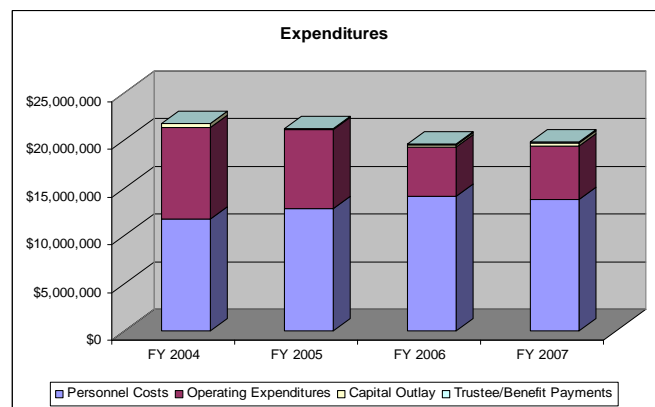
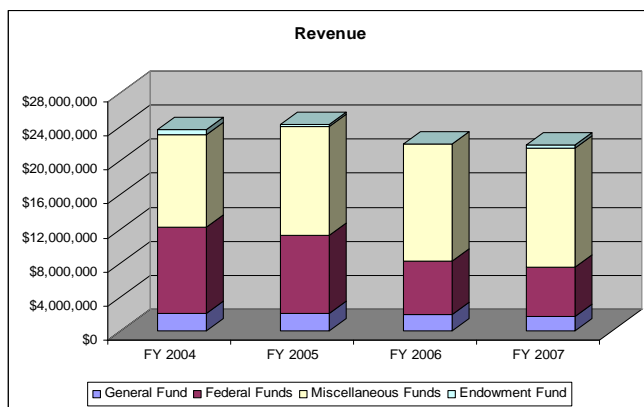
Veterans Homes – The Idaho State Veterans Homes are available to Idaho veterans who served during a peace or wartime period and, effective July 1, 2006, to veterans' spouses. Skilled nursing care is available to Idaho veterans who are certified as needing such care by a licensed physician. The Boise Home accommodates 131 skilled nursing care beds and 36 residential care and domiciliary beds. The Pocatello and Lewiston Homes each accommodate 66 skilled nursing care beds. The Division provides nursing home care of honorably discharged veterans. Title 66, Chapter 9, *Idaho Code*.

Veterans Cemetery – The Division operates, manages, maintains and improves the lands and property belonging to the state of Idaho or acquired by the state of Idaho, for a state veterans cemetery. It provides dignified interment services to eligible veterans and their families. The Veterans Cemetery's current capacity provides burial spaces for over 25,000 veterans and spouses. Title 65, Chapter 1, *Idaho Code*.

Office of Veterans Advocacy – The Division provides assistance to veterans in the Homes, as well as outreach and assistance to all veterans, their spouses and dependents to ensure they receive the benefits they are authorized. The office administers the Emergency Relief Program, which provides monetary assistance to qualified veterans and their families. The office, located at 805 W. Franklin Street, Boise, in space furnished by the U.S. Department of Veterans Affairs, is staffed with 14 full-time employees. Five Service Officers are based out of the Idaho State Veterans Homes – one (1) in Boise, two (2) in Lewiston and two (2) in Pocatello; all report to the Office of Veterans Advocacy Program Supervisor. The Office of Veterans Advocacy also provides training and guidance to thirty six (36) county Service Officers. Title 65, Chapter 2, *Idaho Code*.

### Revenue and Expenditures

Revenue	FY 2004	FY 2005	FY 2006	FY 2007
General Fund	\$2,084,900	\$2,062,000	\$1,942,900	\$1,651,000
Federal Funds	\$10,125,900	\$9,203,200	\$6,297,700	\$5,817,700
Miscellaneous Funds	\$10,871,900	\$12,794,800	\$13,685,900	\$13,972,900
Endowment Fund	\$601,100	\$242,400	\$2,600	\$395,700
<b>Total</b>	<b>\$23,683,800</b>	<b>\$24,302,400</b>	<b>\$21,929,100</b>	<b>\$21,837,300</b>
Expenditure	FY 2004	FY 2005	FY 2006	FY 2007
Personnel Costs	\$11,766,300	\$12,782,800	\$14,074,200	\$13,804,200
Operating Expenditures	\$9,528,200	\$8,298,700	\$5,192,200	\$5,624,000
Capital Outlay	\$415,000	\$131,300	\$263,700	\$307,800
Trustee/Benefit Payments	\$31,100	\$45,300	\$31,100	\$38,800
<b>Total</b>	<b>\$21,740,600</b>	<b>\$21,258,100</b>	<b>\$19,561,200</b>	<b>\$19,774,800</b>



### Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2004	FY 2005	FY 2006	FY 2007
Number of Veteran benefit dollars coming into the State of Idaho	\$110,963,465	\$194,738,040	\$44,912,977	\$47,859,000
Number of claims filed with the Department of Veterans Affairs and other agencies	2,011	2,911	3,344	2,781
Number of Interments		301	384	426
Percent of occupied beds in facilities	90.5%	86.6%	87.6%	88.3%

### Performance Highlights

During FY 2007, the Division, working with the Legislature, and Veteran Organizations passed legislation that designated the Director of the Idaho Veterans Cemetery as a non-classified, exempt employee.

With a target date of November 2007 for completion, staff, residents and families are looking forward to the much needed activities and therapy room at the Lewiston Veterans Home.

Alterations and repairs projects hit a new high for FY 2008. Over two (2) million dollars was allocated to the Division for much needed improvements and additions to the three (3) Idaho Veterans Homes.

The Office of Veterans Advocacy in FY 2007 processed over 2,781 claims and reviewed 16,609 files, resulting in \$47,859,000 of new benefits coming into Idaho, a major contribution to the State's economy. These benefits are in addition to the benefits Idaho veterans currently receive.

There are approximately 131,827 veterans now residing in the state of Idaho. Of this number, 11,459 are receiving twenty (20) year retirement benefits averaging \$2,029 per month resulting in \$279,003,732 additional revenue coming into the state. Also, approximately \$195,177,000 of revenue can be contributed to veterans' compensation and pensions through the Department of Veterans Affairs programs.

## Part II – Performance Measures

Performance Measure	2004	2005	2006	2007	Benchmark
1. Number of Veteran benefit dollars coming into the State of Idaho	\$110,963,465	\$194,738,040	\$44,912,977	\$47,859,068	N/A
2. Number of claims filed with the Department of Veterans Affairs and other agencies	2,011	2,911	3,344	2,781	N/A
3. Percent of returned questionnaires from residents and families indicating satisfaction with services	97%	93%	92%	97%	90%
4. Number of satisfactory surveys from the state and federal survey agencies with no more tags issued than the federal or state average.	7 100%	6 100%	6 100%	100%	100%
5. Rate of Division staff turnover compared to industry average	17.69%	23.91%	22.27%	25.6%	70%
6. Number of new volunteers and annual volunteer hours	429 83575.8 Hrs	449 59903 Hrs	275 68090 Hrs	386 79947 Hrs	N/A
7. Percent of staff and citizens expressing satisfaction with website and available technology					90%
8. Percent of occupied beds in facilities	90.5%	86.6%	87.6%	88.3%	92%
9. Percent of returned questionnaires from families indicating satisfaction with interment services			98%	100%	90%

### Performance Measure Explanatory Note:

1. There is no data for Performance Measure 7 (Percent of staff and citizens expressing satisfaction with website and available technology). Because of personnel shortages and technical problems within the IT section, the Division decided to delay development and implementation of the surveys until FY 2008.

#### For More Information Contact

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